

Due to the online contribution site being a very secure site, to protect information and privacy – and employers also having security in place on servers and networks, some issues can arise with access. Also passwords etc. need to be entered precisely correct. Please see the table below for help.....

Problem with online site	Solutions to try.....
Can't get in to the site	If still the page just 'sits there' and won't open – you may be using a proxy server which has restricted web pages users can access. If this is the case you will need to have your IT department allow access to the site . Give your IT the URL https://bsmplace.com/sites/rw/m3/glia/BSMPages/EmployerContributions.aspx and ask them to allow access to the site, that should be sufficient.
	Use the link from the email you receive each month – (takes you to the same place as the URL above)
	Are you the person the email was sent to? If the email has been forwarded to you (e.g. from your business manager) you may experience trouble accessing the site – please contact GLIA and we will change the email address, so that it is sent to the person who completes the return.
	Are you using Internet explorer? – As the site uses Microsoft software it works best from Internet Explorer.
	Still can't get on the site? Try - clicking on 'sign in as another user' and manually enter in the user name and password
Can't see my members	Check that username has been entered exactly correct , including case settings (NB if you cut and paste – sometimes an extra 'space' is pasted, causing an error)
	Check that password has been entered exactly correct including case settings (NB if you cut and paste – sometimes an extra 'space' is pasted, causing an error) (NB Yes, it's a 'zero')
	Check that your Employer ID has been entered exactly correct and complete
	Have you selected the correct month? Previous months are able to be viewed and printed – future months are only created after the most recent month has been finalised.
My data's gone!	If you need a coffee / get interrupted - and the site has timed you out – and all your entered data is 'gone' <i>Don't Panic!</i> The site is web based, any contributions and notes that you have entered (and 'saved' the line) - will still be there. Refresh the whole web page (F5) select the month and re-enter your employer ID to get back to where you were.
'Error on Page' Messages	First step is to check the security settings in internet explorer. This message usually means a problem with javascript. To resolve this, follow the instructions in ' Set-up information for LIPP Online System '. This will make sure that the javascript is not being blocked.
Other Error Messages	Other Error messages – please email GLIA a 'screen shot' showing the error message. GLIA will then research and resolve the issue

I hope that these help you to access the site. Please don't hesitate to contact us with any further queries.